

T-02724A-13-0416



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115662

Date: 4/3/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

ORIGINAL

Complaint By: Harvey

Roberts

Account Name: Harvey Roberts

Street:

City: Prescott

State: AZ Zip: 86305

Home:

Work:

CBR:

is:

Utility Company: Table Top Telephone Company, Inc.

Division: Telephone

Contact Name: Matthew Boos

Contact Phone:

Nature of Complaint:

***** T-02724A-13-0416 *****

Arizona Corporation Commission
DOCKETED

APR 08 2014

Customer sent the following -

DOCKETED BY

As a customer of TableTop Telephone Company I strenuously object to that ANY rate increase be granted to this company.

I live in an area of Yavapai County outside of the Prescott city limits. I had my home built in 2007-2008. When it came time to connect to telephone and internet I was forced to accept Table Top Telephone as my carrier because they had the 'franchise' in my location.

Over the years this service has become increasingly limited because this company does not have calling connections to the latest 3 digit exchanges. Calls to these local numbers in our 928 area code are all treated as long distance with a 15 cent/minute charge.

Even worse is that many calls from local or out-of-state people will not connect to the Table Top system? They blame this on a national problem affecting routing of calls to rural areas.

The solution they offer is un-workable- adding an 8 digit 1010 code to callers from ATT, Sprint, etc. telephone providers with an additional auto-attendant charge.

They also suggest we petition the FCC to complain about this problem.

My feeling is that before a rate increase be granted Table Top Telephone solve these problems!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Harvey Roberts
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

*** ALSO FILED AS A COMPLAINT - 2004-115716 ***
End of Comments

Date Completed: 4/4/2014

Opinion No. 2014 - 115662
